



STATE OF CONNECTICUT
DEPARTMENT OF MENTAL HEALTH AND ADDICTION SERVICES
A Healthcare Service Agency

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GOVERNOR

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COMMISSIONER

TO: DMHAS-OPERATED FACILITIES, LOCAL MENTAL HEALTH AUTHORITIES, PRIVATE NON-PROFIT PROVIDERS

FROM: JIM SIEMIANOWSKI, LICSW, DIRECTOR, EVALUATION, QUALITY MANAGEMENT, AND IMPROVEMENT DIVISION

SUBJECT: CONSUMER SURVEY FOR FISCAL YEAR 2010

DATE: JULY, 2009

The DMHAS Consumer Survey for FY 2010 is ready to begin.

All Consumer Survey materials are now distributed electronically, in concordance with Governor Rell's Executive Directive #3. No mailings will be sent through U.S. Mail. Please read all materials carefully, and distribute them to the people in your organization responsible for the Consumer Survey process. All Consumer Survey related documents may be found at this address: <http://tinyurl.com/32ej4s>

As in the previous year, you should now calculate your sample size based upon an unduplicated client count for **3 months**, rather than for an entire fiscal year. Please use the unduplicated count for Quarter 1, FY09 (July 1, 2008-October 1, 2008).

The final deadline for survey data submission will be June 30, 2010. To ensure that you may gather a representative sample, you should begin the process of survey implementation as soon after receiving this as possible. Please refer to the Consumer Survey Instructions for guidance on the survey process: <http://www.ct.gov/dmhas/lib/dmhas/consumersurvey/instructions.pdf>.

Please make every effort to ensure that relevant staff are set up to perform data entry well before the survey due date. You may locate user access request forms at <http://www.ct.gov/dmhas/lib/dmhas/isd/accessrequest.doc> if new user accounts and tokens are required.

Consumer Survey data entry training is now offered as a component of DPAS training; please refer to the DMHAS/ISD Computer Training Calendar, located on the web at <http://www.ct.gov/dmhas/lib/dmhas/isd/isdtraining.pdf> for more information.

If your program is funded only through General Assistance, Advanced Behavioral Health (ABH) will be working directly with you. If you believe that your agency is exempt from the Consumer Survey requirement, please review the survey instructions to confirm, and call us immediately if necessary.

I want to thank you for your ongoing commitment to quality in the services you provide to the people in recovery throughout the state of Connecticut. The Consumer Survey provides us with crucial information, directly from the people we serve. It is an irreplaceable component of our quality improvement efforts.